

**Eastern Virginia Local Human Rights Committee
Meeting Minutes
April 25, 2013**

A meeting of the Eastern Virginia Local Human Rights Committee was held on Thursday, April 25, 2013, at St. Mary's Home for Disabled Children, 6171 Kempsville Circle, Norfolk, VA 23502.

Members Present:

Mr. Matthew Albright, Chair
Mr. David Paige, Secretary
Mr. John Dickinson, Member

Members Absent:

Ms. Denise Gordon, Vice Chair

Providers Present:

Jacqueline Parker-Mazyck, SC/QMRP, Holiday House of Portsmouth, Inc
Melanie Draughn, SW/HRC Liaison, Holiday House of Portsmouth, Inc
Lucy Rotich, Maryview Behavioral Medicine Center
Melanie Perez-Lopez, SW, St. Mary's Home for Disabled Children
Theresa Waldo, Psychologist, St. Mary's Home for Disabled Children
Rizal Cruz, AC Support Systems
Sheri Fayton, Program Director, Bair Foundation
Greg LeFever, Administrator, Better Life Services, Inc.
Ronnie Brown, Owner, Community Options LLC
Yvonne Green, Coordinator, Virginia Home Based Counseling
Latisha Holloway, Psalms Assistive Support Services LLC
Aman Massaquoi CEO, Angel House Inc
Mercedes Santos-Bell, Envision Family Services
Jacqueline Taylor, Jerious Counseling Services LLC
Dr. Damon Cary, Cary Associates, LLC
Douglas Newsome, Individual Choices

Providers Absent:

Abey Malave, A Positive Living (no longer affiliated)

Also Present Were:

Stewart Prost, Human Rights Advocate
Carmen Gerena, EVLHRC Liaison
Shunda Cuffee, Potentials in Life
Carmalita Kovach-Watts, AIM Family Services
Deborah Hamilton, AIM Family Services

I. **Call to Order**

Matthew Albright, called the regular session of the EVLHRC meeting to order at 9:05am, and Ms. Carmen Gerena, EVLHRC Liaison, recorded the minutes. A quorum of members was present, and the meeting, having been duly convened, was ready to proceed.

II. **Approval of Meeting Agenda**

Meeting agenda was reviewed. The Agenda was approved, motion made by Mr. David Paige and seconded by Mr. John Dickinson and was unanimously approved.

III. **Review of Minutes**

A motion to accept the minutes from our January 24, 2013 meeting as presented by Mr. Matthew Albright was motioned by Mr. John Dickinson and seconded by Mr. David Paige. Minutes were unanimously approved.

Minutes were reviewed from subcommittee meetings held at St. Mary's Home and Holiday House. Motion to approve minutes from the meeting at Holiday House on February 2, 2013 was made by Mr. David Paige and was seconded by Mr. John Dickinson and was unanimously approved. Motion was made to approve minutes from the meeting at St. Mary's Home on March 14, 2013 made by Mr. David Paige and was seconded by Mr. John Dickinson and was unanimously approved.

IV. **Public Comment**

There were no members of the public present.

V. **Old Business**

None.

VI. **New Business**

Mr. Albright noted that he would be having surgery on May 17th and his down time would be about 10 days, but that he would be available for any question or things that come up, but should it be any else he would pass it on to Ms. Denise Gordon, Vice Chair, if any special meeting should come up.

Request for Affiliation AIM Family Services

Carmelita Kovach-Watts reported for AIM Family Services. AIM is a therapeutic treatment program that will be facilitated in the schools. Our policies and procedures were submitted to Human Rights and Margaret Walsh as well as our rules of conduct and behavior management program. Mr. Prost asked what age group would they be servicing. Ms. Kovach-Watts responded that their program allows them to work on children ages 4 to 20 because in the high school there are some children past the 18 and 19 year mark. Ms. Kovach-Watts stated that they will be focusing initially on the middle schools and elementary school ages 6 to 13. Question was raised, in terms of behavior management policy what sort of program will you be training folks on. Answered: CPI. Mr. Prost reminded AIM Family Services, that as they get school sites they are to go through an affiliation process for each site. In other words send a letter to our office and to the committee members stating what schools you will be operating in. So every time you add a site you must send in a letter. Mr. Prost also mentioned that he looked over the program rules and behavior management policies and did not see anything. There being no further

questions for AIM Family Services, Mr. Matthew Albright made the motion to accept AIM Family Services as an affiliate of the LHRC and it was moved by Mr. David Paige. The motion was seconded by Mr. John Dickinson and was unanimously approved. Mr. Matthew Albright moved that we accept AIM Family Services Behavior plans and program rules, it was moved by Mr. David Paige and the motion was seconded by Mr. John Dickinson. It was unanimously approved.

Request for Affiliation Potentials in Life

Paper work was not complete so they will be presenting at our next meeting.

St. Mary's Home request for a variance was tabled to a special meeting to be held on May 9, 2013.

VII. Program Updates

- i. **The Bair Foundation**
Sheri Fayton presented. We have in-home services but do not have any clients at this time. We have nothing to report.
- ii. **Community Options**
Ronnie Brown, Program Director was present. They did not have anything to report. Quarterly and annual reports were sent in.
- iii. **Holiday House of Portsmouth, Inc**
Melanie Draughn presented, this quarter they had a census of 27. There was 1 allegation of abuse in March and no complaints. We will be meeting in executive session. We did have an unannounced visit from the Virginia Department of Health. They had 3 deficiencies. Had to add an addendum to their current Human Rights Behavior plan to address one of the deficiencies, a copy was passed out to everyone present. All deficiencies have been addressed.
- iv. **Maryview Behavioral Medicine Center**
Lucy Rotich presented their report. We have an average daily census of 42. We had 3 reports of physical abuse and 1 report of sexual abuse. We will be reporting in executive session.
- v. **Psalms Assistive Support Services**
Latasha Holloway presented. She did not send in her forms as her computer crashed and she lost all forms and are being replaced. They are not yet licensed, had a site visit by Mr. Woodard, licensing specialist. She had nothing to report.
- vi. **AC Support System**
Rizal Cruz presented. Census of 8. There were no complaints or allegations. There was 1 death. Will review in executive session.
- vii. **St. Mary's Home for Disabled Children / The Albergo House**
Melanie Perez-Lopez presented. During the period of January 1 to March 31st we

had no abuse or neglect or allegations. We did have 1 complaint. Will meet in executive session. We are also asking for a variance and will discuss that also in executive session. In regards to The Albergo House, Nate Woodard is coming to do our inspection and we hope to place our first resident on May 13th if we get a license. We are currently having our annual Medicaid review.

viii. **Better Life Services**

Greg LeFever presented. We have 77 clients with 0 cases of abuse, allegations or neglect to report. Our census is at 71. We are asking for affiliation for adding an intensive in home children facility. Mr. Stewart Prost recommended approving affiliation and accepting behavior management policies and the program rules. Mr. David Paige moved that we grant affiliation and approve behavior management policies and program rules and it was seconded by Mr. Matthew Albright. It was unanimously approved.

ix. **A Positive Living**

Is no longer affiliated.

x. **VA Home Based Counseling**

Yvonne Green presented. There have been no allegations of abuse or neglect. We are currently servicing 10 in home-based and 30 in supported services.

xi. **Angel House**

Aman Massaquoi presented. Still unlicensed and have no incidents to report. We are still waiting for final inspection for licensing.

xii. **Envision Family Services**

Mercedes Santos Bell, Executive Director presented. For this reporting period we are servicing 19 children in day program. We have no incidents to report.

xiii. **Jerious Counseling Group**

Jacqueline Taylor, CEO presented. We have 0 clients. We are fully licensed now. We have nothing to report.

xiv. **Cary Associates Youth Empowerment Services**

Dr. Damon Cary reported. We are not licensed yet. We have been in contact with our licensing specialist and hopefully will be able to report at our next meeting.

xv. **Individual Choices**

Douglas Newsome reported. We are licensed and have 2 sponsored homes on line and a total of 3 individuals. Have no complaints and no allegations. We have 1 person on restrictive device. Will review in executive session.

VIII. **Office of Human Rights**

Mr. Stewart Prost updated the status of this committee. Mr. Prost mentioned that the committee has 1 vacancy. This vacancy has been open for a while and needs to be filled. It is the general vacancy spot that can be filled by a family member, a professional, anyone who is interested on serving on the committee. No one is coming off of the committee until

June of 2014. It is a responsibility of the committee members and providers to make sure that the committee gets filled so that you always have quorum.

Mr. Prost spoke about what is required as an affiliate of the committee. 1) You are required by this committee to attend every meeting; if you cannot attend you must send a representative. This will be your notice and warning about your next meeting. 2) You need to get your quarterly reports to myself and the committee and to Carmen, 2 weeks prior to the meeting. In addition any item that is to be presented to this committee should be received by myself and the committee members 2 weeks prior, if we get anything less than 2 weeks prior, it will be very possible that this committee and I can say that we did not have enough time to review the information. Therefore, the item can be tabled until the next meeting. So if you are looking for an affiliation or adding a new service anything of that order send in your information on time so that it can be looked at. Next time around I will be keeping track of this and am putting everyone on notice that if you do not fulfill these obligations which you have all agreed to by the committee, by signing the cooperative agreement to support the committee and provide its functions, I will be recommending citations if you are licensed and if you are not licensed I could talk to your licensing specialist. The other expectation is that people will support this committee. What kind of support functions do you have for this committee? 1) Providing a place and St. Mary's has been very gracious to provide a place every time. 2) Clerical support, right now you have a unique arrangement, because you are essentially paying a private contractor to do this on the outside and there are different models, the most common right now is that it rotates among the providers and in some cases some committees have simply said we are happy to do it and if we need money we'll ask for it, but this is something that should be seamless. It should be behind the scenes. The other thing is if there are any costs associated that these people incur such as transportation costs for example going to training or even transportation costs for getting here. Also these things should be done in a manner that does not involve the committee. I think some stuff has come to the chairperson and he and I have talked about it and basically those are things that should not be coming to the chair person. You all need to work this out yourselves. There hasn't been a problem from the committee perspective because everything is here. Whatever arrangement you are working out, you have to make it work and if it doesn't work you need to redo that arrangement. Mr. Albright asked "if there is a problem that the providers and affiliates cannot work out, how do they address that problem?" Mr. Prost responded, that they need to get together and literally work it out, because if it causes the committee to become in some way, shape or form nonfunctional, again the only mechanism I have in enforcing any of that is through citations, because part of the regulations say that the providers will support the LHRC and if they are not doing that we can look at the possibility of citations. And if the arrangement is not working out to the satisfaction of everyone, you all need to get together and work out another arrangement. Mr. Paige asked, what is the effect of the citations? Mr. Prost answered that citations can be cumulative and if you get enough of them you have the potential for losing your license.

Mr. Prost again reviewed the process for nominating a new member. The person is to fill out an application and send it to Mr. Prost's office. If you need an application, Mr. Prost can e-mail it to you or you can go to the DBHDS website. Then the committee needs to do an interview and then the local committee would recommend them to the State Human Rights Committee and the State Human Rights Committee would recommend that they

become a member and terms are generally for a 3 year period. You also have the option to sign up for a second term.

Mr. Prost explained more about CHRIS (Comprehensive Human Rights Information System). CHRIS has been in operation for the state facilities, in one form or another, since the 1990. It is being rolled out to the committee in phases. Phase I providers where the CSBs and some of the larger providers and they have already started entering items in on the CHRIS database. Phase II providers were all of the provider services receiving ID which is providers providing services to people with intellectual disabilities. Mr. Prost then provided some handouts for the providers that spoke about the webinars. He also mentioned that all those who are providing ID services and didn't attend the training on Tuesday, still have a couple of opportunities for webinars. Mr. Prost explained that the way you get to CHRIS is through Delta, Delta is like the portal that gets you in from the internet into the department's applications. You first have to have a Delta security officer and you also have to have someone who is basically putting in the work to get on to Delta. If you are an ID provider and you already have Idols, if you are in Idols you already have Delta, you can use your same Delta login to get into CHRIS. You just need to get CHRIS added to your system. So either way someone has to go and contact central office to do that. Phase II was supposed to be coming on line in May and then Phase III was going to be later and then the decision was made to change that a little bit. As you complete your trainings and you get set up with CHRIS, the expectation is to go ahead and start switching over to instead of faxing/sending your abuse and neglect reports, go ahead and start sending them through CHRIS. In other words start entering your materials through CHRIS. As time goes on you will have the opportunity to get on CHRIS, once you complete your training go ahead and start entering on CHRIS, don't wait for a start date. Lastly, Phase III is for everyone else. Once you go through the training for Delta and CHRIS start entering your cases on CHRIS. What happens is this, the system will generate an email to Mr. Daye and to our secretary saying for ex: So and so has entered an abuse allegation or a complaint. Also instead of faxing your injury notices and death notices to licensing you are going to be doing that through CHRIS as well. When you do your abuse investigations, you will put as much material about the investigation you can into the empty spaces of CHRIS, fill out the corporate sections and do it completely. We are going to be looking at enhancements for CHRIS and it may be possible to paste some of your investigative report right into the system. If we don't have enough information when we look at the review of CHRIS we may call you and ask a few question or ask you to fill in some more details or send us the investigative report. Eventually the goal is that this will be the official record and there will not be any paper going back and forth. You all have to get in with the program now, it is now time to start working on it if you haven't already and the expectations is that anybody who is licensed will be entering abuse allegations, complaints, serious injuries and deaths into CHRIS.

The question was raised that if once you put in your information about allegations, abuse and complaints into CHRIS, then you do not have to send it to the members for the LHRC meeting. Mr. Prost responded that you continue to do your quarterly reports until we say otherwise. Until the Human Rights Committee says otherwise we are going to continue to use the same quarterly report forms. The only difference is that instead of entering information if you get an abuse allegation or complaint instead of faxing it to our office in Williamsburg you are going to enter it into CHRIS. We are expecting that you will have

your investigative results in the CHRIS system within 10 working days after you have put in your abuse or allegation. With complaints, if it is an informal complaint we want some sort of resolution or decision on it within 5 days. If it is a formal complaint, within 10 working days. That is going to be our way of monitoring it. The other thing on abuse allegations, those reports are to be in CHRIS within 24 hours max. If it is on a weekend and it occurs on Friday night at 7pm we expect to see it in by 7pm on Saturday, so you may want to be thinking about how you're are going to handle that situation. No waiting until Monday morning to put it in.

Right now we are in transition and some people have had problems getting into the system, but at some point we will say everything is to be done in CHRIS. Training is in May and there are some webinars coming up. New member training will be on May 15.

Mr. Prost also commented on new regulations. Human Rights regulations have not been revised since 2007 and in an effort to do that, our offices engaged a group from ODU to do surveys and to do focus groups. One is a survey for LHRC members and this survey is available on the web and they would like it in by tomorrow. The next step is to set up focus groups to look at issues. We want to look at how can we make the Human Rights system better. I understand that at some point there will be a provider survey as well.

IX. Open Session

There were no items for open session.

X. Closed Session for Human Rights Complaints, Abuse, Discrimination, Formal/Informal Complaints:

At 10:30am Mr. David Paige moved the EVLHRC go into executive session pursuant to the Virginia Code Section 2.2-3711 A (4) for the protection of the privacy of individuals in personal matters not related to public business. Namely for the purpose of reviewing behavior programming and client specific data and/or complaints, and or investigations for authorized representatives for Holiday House of Portsmouth, Inc, Maryview Behavioral Medicine Center, St. Mary's Home for Disabled Children, AC Support, and Individual Choices. Motion was made by Mr. John Dickinson and seconded by Mr. David Paige. All members present voted in favor of the motion. The motion was made to accept the information given during closed Executive Session and go into open session. All members present voted in favor of the motion.

Upon reconvening in open session, each member of EVLHRC certified that, to the best of each EVLHRC Member's knowledge, only public business matters lawfully exempted from statutory open meeting requirements, and only public business matters identified in the motion to convene the executive session were discussed in the executive session. See attached record of Executive Session.

XI. Adjournment

The meeting adjourned at 11:30 a.m.

XII. Next Meeting:

The next meeting of the Eastern Virginia Local Human Rights Committee will be held on

Thursday, July 25, 2013, at St. Mary's Home for Disabled Children, 6171 Kempsville Circle, Norfolk, VA 23502. St. Mary's Home for Disabled Children will provide refreshments.

Provider Quarterly Report of Human Rights Activities

Name of Provider: Holiday House of Portsmouth, Inc ICF/IID
Local Human Rights Committee: Eastern Virginia Local Human Rights Committee
Name of Provider LHRC Liaison: Melanie J. Draughn, BSW, QIDP
Name of Licensing Specialist: Dennis Riddick, Licensing Specialist
Number of individuals served by provider in this quarter: 27
Quarter: January, February, March 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 1
Cases Pending: 0
Cases Closed: 0

January 2013

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer) 0
Exploitation: 0
Other: Restraint:

February 2013

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer):
Exploitation:
Other: Restraint:

March 2013

Total Counts Alleged by Type:

Physical: 1
Sexual:
Verbal: Neglect:
Neglect (Peer to Peer) 1
Exploitation:
Other: Restraint:

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.
All incidents throughout this quarter will be discussed in Executive Session.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to an Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0
Number of complaints resolved in the Formal Process: 0
Below Director: _____
Director: _____
Commissioner: _____
LHRC: _____
SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

Allegations of Abuse: Holiday House of Portsmouth uses the following efforts to ensure allegations of abuse and neglect are captured as reported by the regulations. Upon receipt of any allegation of abuse or neglect this facility takes steps to protect the safety and welfare of the individual, suspend the suspected employee pending outcome of the investigation, ensure that Human Rights Advocate and Regulatory Authorities have been notified within a 24 hour time frame, and completed within a 5 day time frame. This facility notifies parents and child protective services.

Human Rights Complaints: *A procedure is established to allow for individuals or their parents/ authorized representatives to present their dissatisfaction with any aspect of the Holiday House program, and to seek satisfactory redress and resolution. The Holiday house will make every attempt to resolve complaints at earliest possible step. The Holiday House of Portsmouth will provide assistance and support to individual with the complaint process.*

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Holiday House of Portsmouth, Inc has not had any changes to DBHDS license, or citations for this quarter.

Holiday House of Portsmouth had an unannounced survey from Virginia Department of Health Office of Licensure and Certification on March 26, 2013-March 29, 2013.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Holiday House of Portsmouth has not added any new or amended policies, procedures or program rules.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Holiday House of Portsmouth staff network with other professionals in the field of intellectual disabilities to continue to seek and recruit members for the Eastern Virginia Local Human Right Committee.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

KA (Peek-a boo) Mitt

Provider Quarterly Report of Human Rights Activities

Name of Provider: Maryview Behavioral Medicine Services
Local Human Rights Committee: Eastern Virginia LHRC
Name of Provider LHRC Liaison: Lucy Rotich, RN, BSN, MSA, Administrative Director
Name of Licensing Specialist: Reginald Daye, Dept. of Behavioral Health and Developmental Services
Number of individuals served by provider in this quarter: 556
Quarter 1st reporting quarter of 2013 (January, February and March)

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 4
Cases Pending:
Cases Closed: 4

Total Counts Alleged by Type:

Physical: 3 _____ Sexual: 1 _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Total Counts Occurred by Type:

Physical: 3 _____ Sexual: 0 _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint 6

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

(See attached sheet)

Status of Complaint Cases

Total of Complaint Cases: 4
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 4
Dignity: _____
Services: _____
Participation in Decision Making: _____
Confidentiality: _____
Access to and Amendment of Services record: _____
Restrictions on Freedoms of Everyday Life: _____
Use of Seclusion Restraint and Time Out: _____
Work: _____

Research: _____
Complaint and Fair Hearing; _____
Determination of Capacity to give consent: _____
Authorized Representatives: _____
Complaint Resolution: _____
Reporting Requirements: _____

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: _____ 4 _____
Number of complaints resolved in the Formal Process: _____

Below Director: _____ 4 _____
Director: _____
Commissioner: _____
LHRC: _____
SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

**Patients are provided with a copy of rights on admission and this is repeated as a part of program each day.
Nurse managers, supervisors and directors are informed of any allegations by patient and investigates.**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

None.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

New policy on restraint prohibits 4 point restraint for children 12 and younger.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

Provider Quarterly Report of Human Rights Activities

Name of Provider: St. Mary's Home for Disabled Children

I Human Rights Committee: Eastern Virginia LHRC

Name of Provider LHRC Liaison: Melanie Perez-Lopez

Name of Licensing Specialist: Nate Woodard _____

Number of individuals served by provider in this quarter: 85 _____

Quarter: January 1 to March 31, 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0

Cases Pending: 0

Cases Closed: 0

Total Counts Alleged by Type:

Physical: _____ Sexual: _____

Verbal: 0 Neglect: _____

Neglect (Peer to Peer): _____

Exploitation: _____

Other: _____ Restraint: _____

Total Counts Occurred by Type:

Physical: _____ Sexual: _____

Verbal: 0 Neglect: _____

Neglect (Peer to Peer): _____

Exploitation: _____

Other: _____ Restraint: _____

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 1

Number of cases resulting in a violation: 0

Cases Pending: 0 _____

Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: _____

Dignity: _____

Services: 1

Participation in Decision Making: _____

Confidentiality: _____

Access to and Amendment of Services record: _____

Restrictions on Freedoms of Everyday Life: _____

Use of Seclusion Restraint and Time Out: _____

Work: _____

Research: _____
Complaint and Fair Hearing: _____
Determination of Capacity to give consent: _____
Authorized Representatives: _____
Complaint Resolution: _____
Reporting Requirements: _____

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: _____ 1 _____
Number of complaints resolved in the Formal Process: _____ 0 _____

Below Director: _____
Director: _____ 1 _____
Commissioner: _____
LHRC: _____
SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

St. Mary's HDC process is a reporting of any "event" on an Event Report and daily "huddle" (M-F) to address the reports with key staff. QI reports any events of alleged abuse or neglect to Social Work immediately upon receipt. Staff can also directly report to Social Work in writing (privately and confidentially) or verbally any suspected abuse/ neglect referrals.

Staff Development does an annual inservice on our Human Rights policy and our Abuse and Neglect policy. They also orient any new employees.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

St. Mary's is adding the Albergo House to our existing license which will house 12 adults over the age of 22. We anticipate that our residents will transition to the Albergo House as they age-out of the Children's facility. We are now affiliated with this EVLHRC.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

St. Mary's HDC has not added any new policies, procedures or programs. The Albergo House (for adults) should be opening in May of 2013; however, we anticipate that the Human Rights policy and procedures will follow our established policies as in the Children's facility.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

See report from last quarter.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

St. Mary's HDC received a variance to have our behavior plans reviewed by our SCC.

Plans are to be reviewed by our Positive Behavior Support Committee and SCC in April, 2013.

Provider Quarterly Report of Human Rights Activities

Name of Provider: AC Support Systems
Local Human Rights Committee: Easter Virginia Local Human Rights Committee
Name of Provider LHRC Liaison: Reginald Daye
Name of Licensing Specialist: Nerissa Rhodes
Number of individuals served by provider in this quarter: 8
Quarter : 2nd

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: n/a
Cases Closed: n/a

Total Counts Alleged by Type:

Physical: _____ Sexual: _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Total Counts Occurred by Type:

Physical: _____ Sexual: _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0

Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0

Number of complaints resolved in the Formal Process: 0

Below Director: n/a

Director: n/a

Commissioner: n/a

LHRC: n/a

SHRC: n/a

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Individual passed away on April 11, 2013 in Sentara Leigh Memorial Hospital due to complication from recurrent acute medical conditions. He was taken to the ER on April 7, 2013, with signs of respiratory distress. The final diagnosis was pulmonary embolism. Blood clots made it impossible for further treatment. April 9, 2013 his father and legal guardian together with his step mother placed him in comfort care and decided to take him off the ventilator. He passed away at 11:35 am with his loving family around him.

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

None.

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

None.

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

None.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

None.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

None.

Provider Quarterly Report of Human Rights Activities

Name of Provider: Better Life Services, Inc.
Local Human Rights Committee: Eastern Virginia
Name of Provider LHRC Liaison: Greg LeFever
Name of Licensing Specialist: Gale Schreiner
Number of individuals served by provider in this quarter: 76
Quarter : Jan 1– Mar 31, 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: : 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0

Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0
Number of complaints resolved in the Formal Process: 0

Below Director: _____
Director: _____
Commissioner: _____
LHRC: _____
SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

No incidents

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

Request for Intensive In Home Service addition

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

Provider Quarterly Report of Human Rights Activities

Name of Provider: Community Options, LLC
Local Human Rights Committee: Easter Virginia Local Human Rights Committee
Name of Provider LHRC Liaison: Reginald Daye
Name of Licensing Specialist: Dennis Riddick
Number of individuals served by provider in this quarter: 3
Quarter: 2nd - April 25, 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: n/a
Cases Closed: n/a

Total Counts Alleged by Type:

Physical: _____ Sexual: _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Total Counts Occurred by Type:

Physical: _____ Sexual: _____
Verbal: _____ Neglect: _____
Neglect (Peer to Peer): _____
Exploitation: _____
Other: _____ Restraint: _____

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: n/a
Cases Closed: n/a

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0

Research: 0
Complaint and Fair Hearing; 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: n/a
Number of complaints resolved in the Formal Process: n/a

Below Director: n/a
Director: n/a
Commissioner: n/a
LHRC: n/a
SHRC: n/a

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

None n/a

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

None n/a

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

None n/a

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

None n/a

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

None n/a

Provider Quarterly Report of Human Rights Activities

Name of Provider: Virginia Support Services
Local Human Rights Committee: EVA LHRC
Name of Provider LHRC Liaison: Yvonne Green
Name of Licensing Specialist: Carol Schreiner
Number of individuals served by provider in this quarter: 30
Quarter: 1st

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Status of Complaint Cases

Total of Complaint Cases: : 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0
Determination of Capacity to give consent: 0
Authorized Representatives: 0
Complaint Resolution: 0
Reporting Requirements: 0

Complaint Resolution Level:Number of complaints resolved in the Informal Process: 0Number of complaints resolved in the Formal Process: Below Director: 0Director: 0Commissioner: 0LHRC: 0SHRC: 0**Provide details, by date of occurrence, of all cases that resulted in the following:**

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. Same as previously reported

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. None

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. Using handle with care since December

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. None this quarter

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: none.

Provider Quarterly Report of Human Rights Activities

Name of Provider: Envision Family Services, LLC
Local Human Rights Committee: Eastern Virginia LHRC Region 5
Name of Provider LHRC Liaison: Mercedes Santos-Bell & Shanequa Vass, Co-Owners
Name of Licensing Specialist: Nathan Woodard
Number of individuals served by provider in this quarter: 19
Quarter: 1st (January 2013-March 2013)

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: 0
Cases Pending: 0
Cases Closed: 0

Total Counts Alleged by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Total Counts Occurred by Type:

Physical: 0 Sexual: 0
Verbal: 0 Neglect: 0
Neglect (Peer to Peer): 0
Exploitation: 0
Other: 0 Restraint: 0

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.
N/A

Status of Complaint Cases

Total of Complaint Cases: 0
Number of cases resulting in a violation: 0
Cases Pending: 0
Cases Closed: 0

Complaint Category Totals:

Assurance of Rights: 0
Dignity: 0
Services: 0
Participation in Decision Making: 0
Confidentiality: 0
Access to and Amendment of Services record: 0
Restrictions on Freedoms of Everyday Life: 0
Use of Seclusion Restraint and Time Out: 0
Work: 0
Research: 0
Complaint and Fair Hearing: 0

Determination of Capacity to give consent: 0

Authorized Representatives: 0

Complaint Resolution: 0

Reporting Requirements: 0

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: 0

Number of complaints resolved in the Formal Process: 0

Below Director: _____

Director: _____

Commissioner: _____

LHRC: _____

SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation, N/A
- a request for fact-finding (LHRC hearing) N/A
- a Corrective Action Plan N/A

Additional reporting and review requirements as applicable:

None N/A

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

None N/A

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

None N/A

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

None N/A

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

N/A

Quarterly Review of any Behavioral Plans involving the use of restraint or time out:

N/A

Provider Quarterly Report of Human Rights Activities

Name of Provider: Cary Associates LLC, DBA as Youth Empowerment Services

Local Human Rights Committee: Eastern Virginia Regional Local Human Rights Committee

Name of Provider LHRC Liaison: Theresa Sands-Dawling

Name of Licensing Specialist: Unassigned

Number of individuals served by provider in this quarter: None

Quarter : Jan-March 2013

Status of Allegations of Abuse and Neglect

Number of Abuse Allegation cases: none

Cases Pending: none

Cases Closed: none

Total Counts Alleged by Type: None

Physical: _____ Sexual: _____

Verbal: _____ Neglect: _____

Neglect (Peer to Peer): _____

Exploitation: _____

Other: _____ Restraint: _____

Total Counts Occurred by Type: None

Physical: _____ Sexual: _____

Verbal: _____ Neglect: _____

Neglect (Peer to Peer): _____

Exploitation: _____

Other: _____ Restraint: _____

Provide details, by date of occurrence, of all cases. Include any required Corrective Action.

Youth Empowerment Services is still unlicensed and is currently not serving any clients.

Status of Complaint Cases

Total of Complaint Cases: _____

Number of cases resulting in a violation: _____

Cases Pending: _____

Cases Closed: _____

Complaint Category Totals: none

Assurance of Rights: _____

Dignity: _____

Services: _____

Participation in Decision Making: _____

Confidentiality: _____

Access to and Amendment of Services record: _____

Restrictions on Freedoms of Everyday Life: _____

Use of Seclusion Restraint and Time Out: _____

Work: _____

Research: _____

Complaint and Fair Hearing: _____
Determination of Capacity to give consent: _____
Authorized Representatives: _____
Complaint Resolution: _____
Reporting Requirements: _____

Complaint Resolution Level:

Number of complaints resolved in the Informal Process: _____
Number of complaints resolved in the Formal Process: _____

Below Director: _____
Director: _____
Commissioner: _____
LHRC: _____
SHRC: _____

Provide details, by date of occurrence, of all cases that resulted in the following:

- a violation,
- a request for fact-finding (LHRC hearing)
- a Corrective Action Plan

Additional reporting and review requirements as applicable:

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. **None**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. **As of 4/4/13 we have made contact with DBHDS and have not been licensed yet.**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. **None**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

We are in full support and understanding of our Local Human Rights Committee. We pledge to fully cooperate and provide input, suggestions, and assistance when asked, offered, or requested.

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: None

EVLHRC QUARTERLY MEETING DATES AND LOCATIONS 2013

1 ST Quarterly Meeting	9:00 a.m., Thursday January 24, 2013	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
2 nd Quarterly Meeting	9:00 a.m., Thursday April 25, 2013	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
3 rd Quarterly Meeting	9:00 a.m., Thursday July 25, 2013	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502
4 th Quarterly Meeting	9:00 a.m., Thursday October 24, 2013	St. Mary's Home for Disabled Children 6171 Kempsville Circle Norfolk, VA 23502